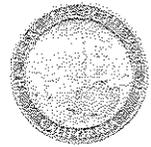


WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

April 27, 2012

Lito Morillo, Interim Director
Kern County Aging & Adult Services
5357 Truxtun Avenue
Bakersfield, CA 93309

Dear Mr. Morillo:

This letter is to advise you that the Corrective Action Plan you submitted on December 29, 2011 in response to the results of our April 26, 2011 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Cindy Guzman at (916) 654-2117. You may also contact us by e-mail at cindy.guzman@dss.ca.gov

Sincerely,

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

c: Martin Reynoso, Civil Rights Coordinator

Linda Patterson, Branch Chief
CDSS CalFresh Program M.S. 8-9-32

Mike Papin, Chief
CalFresh Policy Bureau M.S. 8-9-32

Marlene Fleming, Chief
Field Operations Bureau M.S. 8-9-32

Brian Tam, Chief
CalFresh Management Operations Section M.S. 8-9-32

Paul Gardes
CalFresh Policy Bureau M.S. 8-9-32

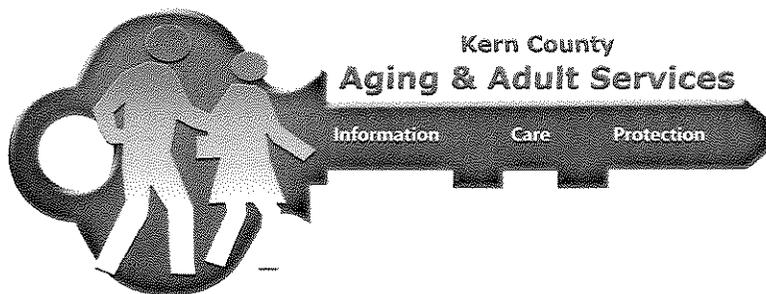
Thuan Nguyen
Refugee Programs Bureau, M.S. 8-8-46

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Hope Rios,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California

JAN 06 2011



Lito Morillo – Interim Director

5357 Truxtun Avenue
Bakersfield, CA 93309
(661) 868-1000; (661) 868-1001 FAX

December 29, 2011

Mr. Jim Tashima, Chief
Civil Rights Bureau
744 ' P ' Street
Sacramento, CA 95814

Dear Mr. Tashima:

Attached is Kern County's Civil Rights Corrective Action Plan in response to the review performed by Cindy Guzman on April 26, 2011. The Kern County Aging and Adult Services has begun the process of correcting the issues indicated by Ms. Guzman in her review including those related to the building located at 6405 Lake Isabella Blvd., Lake Isabella, CA. We have also been in contact with the Kern County Department of Human Services regarding the building they manage and operate at 2340 Highway 58, Mojave, CA. It is our understanding that they will work to resolve the issues that were identified within the Civil Rights Compliance Report for Kern County Aging and Adult Services conducted on April 26, 2011. An electronic copy has been forwarded to our Program Consultant, Cindy Guzman.

If you have questions, please contact me at (661) 868-1051.

Sincerely,

A handwritten signature in black ink that reads 'Lito Morillo'.

Lito Morillo
Interim Director

A. Findings (Pages 5 of Civil Rights Compliance Review)

Signage, posters, pamphlets	Corrective Action Taken	Timeline	Responsible Person
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)?	The Pub 13 English brochures and Pub 13 other language brochures were re-stocked and placed in the 6405 Lake Isabella Blvd. Lobby. The Pub 13 pamphlet continues to be distributed and explained to each client at intake and re-certification.	Completed 12/19/2011	Martin Reynoso – Completed
Is the current version of Pub 13 available in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Japanese, Korean, LaoMein, Portugese, Punjabi, Russian, Spanish, Tagalog, Ukranian, Vietnamese?	The Pub 13 English brochures and Pub 13 in all other language brochures were re-stocked and placed in the 6405 Lake Isabella Blvd. Lobby.	Completed 12/19/2011	Martin Reynoso – Completed
If the Pub 13 is not displayed in all the languages available, is there a poster that indicated that the Pub 13 is available in all 18 languages?	Full sized posters "Everyone is Different but Equal under the Law" and "And Justice for All" have been ordered and will be placed in the 6405 Lake Isabella Blvd. Lobby upon receipt. 11"x17" versions of these two posters have been printed and are in place.	Complete By 2/28/2012	Martin Reynoso
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	Large print Pub 13 (English and Spanish) have been re-stocked and were placed in the lobby of the 6405 Lake Isabella lobby. Braille and audiocassette Pub 13 have been ordered and will be placed in the 6405 Lake Isabella Blvd. lobby upon receipt.	Complete By 2/28/2012	Martin Reynoso
Were the current versions of the required posters present in the lobbies?	The current versions of the required posters have been ordered and will be placed in the 6405 Lake Isabella Blvd. Lobby upon receipt. 11"x17" versions of the posters have been printed and are in place.	Complete By 2/28/2012	Martin Reynoso
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	Staff at the 6405 lake Isabella Blvd. Location are aware of the location of the required posters and the Civil Rights Coordinator's name and address.	Completed 12/19/2011	Martin Reynoso – Completed

Kern County Aging and Adult Services
 Civil Rights Corrective Action Plan for 09 – 10 Review

<p>Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English speaking clients translated into appropriate languages?</p>	<p>The building at 2340 Highway 58, Mojave, CA is under the direction and control of the Kern County Department of Human Services (KCDHS). We have advised KCDHS of the corrective action required and they are in the process of resolving the issue.</p>	<p>12/28/2011 Ongoing</p>	<p>Martin Reynoso – Completed KCDHS</p>
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B. Corrective Actions (Page 6 of Civil Rights Compliance Review)

Informational Element	Corrective Action Taken	Timeline	Person Responsible
<p>Distribution of CDSS' Pub 13</p>	<p>Kern County Aging and Adult Services shall continue to ensure that the Pub 13 pamphlet is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>
<p>Translated Pub 13</p>	<p>Kern County Aging and Adult Services shall continue to ensure that the current version of Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>
<p>Auxiliary Aids</p>	<p>Kern County Aging and Adult Services will continue to ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>
<p>Directional Signage</p>	<p>Kern County Aging and Adult Services shall continue to ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English speaking clients, such signage shall be translated into appropriate languages.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>

A. Findings and Corrective Actions (Page 8 of Civil Rights Compliance Review)

Facility Location: 6405 Lake Isabella Blvd. Lake Isabella, CA

Facility Element/Findings	Corrective Action Taken	Timeline	Person Responsible
<p>Parking –All Accessible parking signs need the additional sign below the symbol sign (“Minimum Fine \$250.00”).</p>	<p>The building at 6405 Lake Isabella Blvd. is under the direction and control of the Kern County Department of General Services. We have advised the Kern County Department of General Services of the corrective action required and they are in the process of resolving the issue.</p>	<p>12/28/2011 Ongoing</p>	<p>Martin Reynoso – Completed Kern County General Services</p>
<p>Exterior entrance – The main entrance needs the International Symbol of Accessibility (ISA) sign posted</p>	<p>The building at 6405 Lake Isabella Blvd. is under the direction and control of the Kern County Department of General Services. We have advised the Kern County Department of General Services of the corrective action required and they are in the process of resolving the issue.</p>	<p>12/28/2011 Ongoing</p>	<p>Martin Reynoso – Completed Kern County General Services</p>
<p>Client Lobby – Posters not posted: “And Justice for All” (# 475B), and “Everyone is Different but Equal under the Law” (Pub 86) No Pub 13s in lobby, No Pub 13 in Braille, Audio, or Large Print</p>	<p>Full sized posters “Everyone is Different but Equal under the Law” and “And Justice for All” have been ordered and will be placed in the 6405 Lake Isabella Blvd. Lobby upon receipt. 11”x17” versions of these two posters have been printed and are in place. The Pub 13 English and other language brochures were re-stocked and placed in the 6405 Lake Isabella Blvd. Lobby. Large print Pub 13 (English and Spanish) have been re-stocked and were placed in the lobby of the 6405 Lake Isabella lobby. Braille and audiocassette Pub 13 have been ordered and will be placed in the 6405 Lake Isabella Blvd. lobby upon receipt.</p>	<p>Complete By 2/28/2012</p>	<p>Martin Reynoso</p>

C. Facility location: 2340 Highway 58, Mojave, CA

Facility Element/Findings	Corrective Action Taken	Timeline	Person Responsible
<p>Parking –There is no unauthorized parking signage at entrance to off0street accessible parking.</p> <p>Parking – All Accessible parking signs need the additional sign below the symbol sign (“Minimum Fine \$250.”)</p> <p>Threshold languages – Need directional and informational signage Sign on Accessible Counter Window stating “Next Window Please” in the threshold languages.</p>	<p>The building located at 2340 Highway 58, Mojave, CA is under the direction and control of the Kern County Department of Human Services. We have advised the Department of Human Services of the corrective action required and they are in the process of resolving the issue.</p>	<p>12/28/2011</p> <p>Ongoing</p>	<p>Martin Reynoso – Completed</p> <p>Kern County Department of Human Services</p>

A. Findings from Case File Reviews and Staff Interviews

Documented Item	Corrective Action Taken	Timeline	Person Responsible
<p>Adult programs (IHSS and APS) –</p> <p>Method to inform client of potential problem using own interpreter not documented.</p> <p>Release of Information to Interpreter not documented.</p> <p>Individual's acceptance or refusal of written material offered in primary language not documented.</p> <p>Method of documenting a client's request for auxiliary aids and services not documented</p>	<p>Kern County Aging and Adult Services will continue to ensure that the consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case records will be documented accordingly.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>

B. Findings from Case File Reviews and Staff Interviews

Areas of Action	Corrective Action Taken	Timeline	Person Responsible
<p>Documentation of interpreter signed confidentiality statement</p>	<p>Kern County Aging and Adult Services will continue to ensure that the consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case records will be documented accordingly.</p>	<p>Completed and ongoing</p>	<p>Martin Reynoso</p>

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Corrective Action Taken	Timeline	Person Responsible
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	The AASD staff is aware of the civil rights coordinator's contact information and the required civil rights posters have been ordered for the 6405 Lake Isabella Blvd. location.	Completed and ongoing	Martin Reynoso

A. Findings from Staff Interviews and Program Manager Surveys

Areas of Action	Corrective Action Taken	Timeline	Person Responsible
Documentation of interpreter signed confidentiality statement	Kern County Aging and Adult Services will continue to ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located .	Completed and ongoing	Martin Reynoso